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April 22, 2016

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S17**  
Certain 2016 Model Year F-Super Duty Vehicles  
Tire Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2016	Kentucky Truck	March 20, 2016 through April 10, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, it is possible that the tires were damaged before delivery. The affected tires may have sustained sidewall damage that could cause a loss of air or, in some cases, a rupture during use. If the tire sidewall ruptures during use, resulting in rapid air loss, it could cause a loss of vehicle control, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the tires for interior sidewall damage and replace tires, as needed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of May 23, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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**OASIS ACTIVATION**

OASIS will be activated on April 22, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 22, 2016.

Owner names and addresses will be available by June 3, 2016.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

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**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 16S17 is the sub code.

- If tire replacement is required, DOT codes must be entered in the claim as follows:

**NOTE:** DOT codes are 10-12 characters in length. When entering DOT codes, do not precede the code with DOT.

- For claims submitted using OWS:
  - DOT codes from the new (replacement) and old (replaced) tires must be entered in the Test Results Section.
    - Under TYPE, select REPLACEMENT TIRE DOT CODE and enter the DOT code for the new tire.
    - Under TYPE, select REPLACED TIRE DOT CODE and enter the DOT code for the old tire.
- For claims submitted using ACESII, enter the complete DOT codes (old and new) into the DTC Other field of the claim.
  - Enter the complete DOT codes of the old (replaced) tires on the diagnostic code entry screen in the Body, Chassis, and Undefined DTC fields.
  - Enter the complete DOT codes of the new (replacement) tires in the Powertrain DTC fields on the diagnostic code entry screen beginning with the KOEO, then the KOEC, and KOER fields, if needed.
  - Each DOT code must have all characters without spaces or additional characters.
  - Two DOT codes may be entered into one DTC field, separated with a space.
- **Provision for Locally Obtained Supplies:** Includes valve stem for dual rear wheel tire replacement (if necessary).
  - Program Code: 16S17
  - Misc. Expense: OTHER
  - Amount: Actual cost up to \$10 for labor operation 16S17D  
Actual cost up to \$20 for labor operation 16S17E
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. Tires will be reimbursed at dealer cost +25% (wheel weights included).
- Dealers are to use the related damage flag to process post-repair wheel nut re-torquing claims (Labor Operation 16S17Z or 16S17ZZ). Prior approval is not required for this labor operation. Also, it can only be claimed one time and not on the same repair order as tire replacement.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect All Tires, PASS (All Configurations)	16S17A	0.3 Hours
Inspect All Tires, Replace 1 Tire (All Single Rear Wheel)	16S17B	0.5 Hours
Inspect All Tires, Replace 2 Tires (All Single Rear Wheel)	16S17C	0.8 Hours
Inspect All Tires, Replace 1 Tire (All Dual Rear Wheel)	16S17D	0.7 Hours
Inspect All Tires, Replace 2 Tires (All Dual Rear Wheel)	16S17E	1.2 Hours
Re-torque wheel nuts after 100 miles (All Configurations)	16S17Z	0.2 Hours
Re-torque wheel nuts again after 500 miles (Dual Rear Wheel Only)	16S17ZZ	0.2 Hours

**NOTE:** The tire damage related to this safety recall may have occurred on the right hand side front and/or rear inner sidewall during the vehicle assembly process. However, all tires on the vehicle must be inspected to account for possible tire rotations.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Dealers must use the Tire Sales Tool (TST) to identify the appropriate replacement tire, searching by vehicle or VIN. Dealers can order the correct tire directly through TST (except Toyo) or through their local distributor. TST can be found at [www.FMCDDealer.com](http://www.FMCDDealer.com) under Parts & Service Tab/Parts Product Line Information/Tires.

Part Number	Description	Quantity
Refer to Tire Sales Tool	Tire	As required
9L3Z-1700-A	Valve Stem – All Wheel Sizes <u>with Single Rear Wheels</u>	As required
Industry Number TR416S Obtain Locally	Valve Stem – All Wheel Sizes <u>with Dual Rear Wheels</u>	As required

The DOR/COR number for this recall is 51035.

Questions regarding tires should be directed to the Tire Program Headquarters at 1-888-353-3251.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2016 MODEL YEAR F-SUPER DUTY VEHICLES — TIRE INSPECTION

### OVERVIEW

In the affected vehicles, it is possible that the tires were damaged before delivery. The affected tires may have sustained sidewall damage that could cause a loss of air or, in some cases, a rupture during use. If the tire sidewall ruptures during use, resulting in rapid air loss, it could cause a loss of vehicle control, increasing the risk of a crash. Dealers are to inspect the tires for interior sidewall damage and replace tires, as needed.

### SERVICE PROCEDURE

**WARNING:** If inspecting the tires with the vehicle on the ground ensure the engine is OFF and the transmission is in PARK, with the Parking Brake applied.

1. Position vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Inspect for damage on the inboard sidewall of all four tires on the vehicle. If the vehicle is equipped with dual rear wheels, only the inboard tires will need to be inspected. Damage may include scratching or gouging where material has been removed from the tire sidewall. See Figure 1.



FIGURE 1

3. Rotate the tires 180 degrees.
4. Repeat Step 2.

**NOTE:** The tire damage related to this safety recall may have occurred on the right hand side front and/or rear tire inner sidewall during the vehicle assembly process. However, all tires on the vehicle must be inspected to account for possible tire rotations.

5. If tire sidewall damage is found, replace the damaged tire(s). Please follow the Workshop Manual (WSM) procedures in Section 204-04.

**NOTE:** Record the DOT codes of the new tires on the repair order for entry with claim submission.



## POST REPAIR WHEEL NUT RETIGHTEN

 **WARNING: FAILURE TO RETIGHTEN THE WHEEL NUTS AT THE MILEAGE SPECIFIED COULD ALLOW THE WHEELS TO COME OFF WHILE THE VEHICLE IS IN MOTION, POSSIBLY CAUSING LOSS OF VEHICLE CONTROL.**

**NOTE:** This step is only required if one or more tire(s) require replacement.

Follow owner guide direction to re-tighten wheel nuts to specification at 160 km (100 miles), for all vehicles. For DRW vehicles only, re-tighten **again** at 800 km (500 miles).

